

June 29, 2018

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VIA ELECTRONIC FILING SYSTEM (ECFS)

Marlene H. Dortch, Esq., Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

RE: CG Docket No. 03-123, DA 17-565  
HAMILTON RELAY, INC.  
Annual Consumer Complaint Log Summaries (June 1, 2017 - May 31, 2018)

Dear Ms. Dortch:

Hamilton Relay, Inc. ("Hamilton"), by its counsel and pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, hereby respectfully submits its annual summary of consumer complaints for the period June 1, 2017 – May 31, 2018. The enclosed complaint logs cover Hamilton's provision of interstate traditional telecommunications relay service ("TRS"), including Speech-to-Speech, and Internet Protocol Captioned Telephone service ("IP CTS"). Hamilton is located at 1006 12<sup>th</sup> Street, Aurora, NE 68818.

Hamilton tracks all complaints and all other customer service activity. For interstate traditional TRS, Hamilton's complaint summary includes the following database categories:

Traditional and Speech to Speech Interstate TRS Database Categories

- External Complaints – Miscellaneous
- Service Complaints – CA Hung Up on Caller
- Service Complaints – Suspicious/Harassment Call
- Technical Complaints – Garbling

For IP CTS, Hamilton's complaint summary includes the following database categories:

- Internet Caption Phone – External Complaint – Miscellaneous
- Internet Caption Phone – Service
- Internet Caption Phone – Service Complaints - Accuracy of Captions
- Internet Caption Phone – Service Complaints - Captions Stop during call
- Internet Caption Phone – Service Complaints – Dial Tone not Heard
- Internet Caption Phone -- Service Complaints - No Captions

- Internet Caption Phone – Service Complaints – Speed of Captions
- Internet Caption Phone -- Technical Complaints – General
- Internet Caption Phone -- Technical Complaints – External Miscellaneous
- Internet Caption Phone -- Technical Complaints – Unable to Call
- Mobile CapTel – Service Complaints – Accuracy of Captions
- Mobile CapTel – Service Complaints - Captions stop during call
- Mobile CapTel – Service Complaints - Complaints
- Mobile CapTel – Service Complaints - Connection Issues
- Mobile CapTel – Service Complaints – General
- Mobile CapTel – Service Complaints – Speed of Captions
- Mobile CapTel – Service Complaints - System/Browser Issues
- Mobile CapTel – Technical Complaints - External – Miscellaneous
- Mobile CapTel – Technical Complaints – Unable to call
- Mobile CapTel – Technical Complaints – Voice User Unable to Connect
- Web CapTel – Service Complaints -Captions stop during call
- Web CapTel – Service Complaints – Complaints
- Web CapTel – Service Complaints – Connection Issues
- Web CapTel – Service Complaints – Speed of Captions
- Web CapTel – Service Complaints – System/Browser Issues
- Web CapTel – Technical Complaints - External Miscellaneous
- Web CapTel – Technical Complaints – General
- Web CapTel – Technical Complaints – Unable to Call
- Web CapTel – Technical Complaints – Unable to Print/Save

Hamilton processes any complaint which originates via e-mail, fax, telephone, regular mail, outreach events or at the workstation. Hamilton's policy is to provide a resolution to all complaints within 72 hours of receipt.

Finally, Hamilton is separately filing, on a confidential basis, a summary including the total number of interstate calls by type of TRS.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

/s/ David A. O'Connor

David A. O'Connor

Counsel for Hamilton Relay, Inc.

Enclosure

## Hamilton Relay FCC Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170621-000022	6/21/2017		TTY	Tyna	Tyna	Customer stated they were receiving a lot of garble during the call.	6/21/2017	Customer Care provided troubleshooting tips for clearing garble during a call. Customer stated would call back if garble continued and was satisfied. There has been no further contact from the customer.	Technical Complaints	Garbling
170718-000053	7/18/2017		Voice	Tyna	Tyna	A non-Relay customer stated when attempting to make a call they are connecting to the Relay.	7/18/2017	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous
170812-000003	8/12/2017		Voice	Jenn	Jenn	Customer stated when placing a Relay call from outside the United States a recording is being reached.	8/17/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which confirmed the recordings and provided suggestions for placing their Relay call. Customer Care made multiple attempts to reach the customer; which were unsuccessful. There has been no further contact from this customer.	External Complaints	Miscellaneous
171004-000017	10/4/2017		Voice	Jenn	Jenn	Customer stated they were receiving a lot of garble during the call.	10/4/2017	Customer Care provided several tips for clearing garble during the call; which was unsuccessful. Customer disconnected.	Technical Complaints	Garbling
171025-000137	10/25/2017		CapTel	Dan	Dan	Customer stated they were receiving a lot of garble during the call.	10/25/2017	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
171110-000010	11/10/2017		Voice	Tyna	Tyna	A non-Relay customer stated when attempting to make a call they are connecting to the Relay.	11/10/2017	Customer Care referred the customer to their telephone service provider for further assistance. Caller was satisfied.	External Complaints	Miscellaneous

## Hamilton Relay FCC Report

### June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Type to CC	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171122-000032	11/22/2017	1218	TTY	Brenda	Jenn	Customer stated the CA hung up on them.	12/4/2017	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA did process the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	CA Hung Up on Caller
180108-000086	1/8/2018		Voice	Erica	Erica	Customer stated they have been receiving suspicious telephone calls through the relay.	1/8/2018	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer Care explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.	Service Complaints	Suspicious/ Harassment Call

## Hamilton Web CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170609-000017	6/9/2017		Kacie	Kacie	Customer attempted to save captions from conversation but received a browser error.	6/9/2017	Customer Care attempted to obtaining additional information; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	System/Browser Issues
170729-000012	7/29/2017		Dan	Dan	Customer stated they were receiving an "internal server error" when attempting to access their account.	7/29/2017	Customer Care provided troubleshooting tips. Customer stated they would call back if the problem persisted. There has been no further contact from this customer.	Service Complaints	Connection Issues
170810-000016	8/10/2017		Mary	Mary	Customer stated several connection issues during the call.	8/28/2017	Customer Care apologized and provided troubleshooting tips. There has been no further contact from the customer.	Service Complaints	Connection Issues
170814-000014	8/14/2017		Tyna	Mary	Customer's daughter stated receiving "internal server error."	8/16/2017	Customer Care provided troubleshooting tips; which were not successful. Customer Care apologized, verified the customer and forwarded information to the technical department; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
170816-000006	8/16/2017		Tyna	Tyna	Customer stated receiving "internal server error" when attempting to reset their password.	8/16/2017	Customer Care provided troubleshooting tips: which resolved the error message issue. Customer was still unable to log in due to incorrect user name and password. Customer Care walked customer through steps to log in and reset password. Customer stated could call back if problem persists and was satisfied. There has been no further contact from the customer. Customer Care confirmed customer was successfully logged into their Hamilton CapTel account.	Technical Complaints	Tech - General

## Hamilton Web CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170609-000017	6/9/2017		Kacie	Kacie	Customer attempted to save captions from conversation but received a browser error.	6/9/2017	Customer Care attempted to obtaining additional information; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	System/Browser Issues
170824-000010	8/24/2017		Jenn	Jenn	Customer stated several connection issues during the call.	8/24/2017	Customer Care referred the customer to their internet service provider for further assistance. Customer was satisfied.	Service Complaints	Connection Issues
170831-000018	8/31/2017		Jenn	Jenn	Customer stated that a phone number they were calling through WebCapTel could not be completed as dialed.	8/31/2017	Customer Care referred the customer to their telephone service provider. Customer was satisfied.	Technical Complaints	External - Miscellaneous
170831-000047	8/31/2017		Jenn	Jenn	Customer stated several connection issues during the call.	8/31/2017	Customer Care provided basic tips to assist the customer. Customer disconnected.	Service Complaints	Connection Issues
170914-000030	9/14/2017		Mary	Mary	Customer stated they are unable to place a captioned call.	9/30/2017	Customer Care apologized and provided basic tips; but was unable to resolve the issue. Information was sent to the technical department; which corrected the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
170915-000040	9/15/2017		Jenn	Jenn	Customer stated several connection issues during the call.	9/15/2017	Customer Care provided basic tips to assist the customer; which were unsuccessful. Customer Care referred the customer to their internet service provider for further assistance. Customer was satisfied.	Service Complaints	Connection Issues
170928-000065	9/28/2017		Erica	Erica	Customer stated several connection issues during the call.	9/28/2017	Customer Care attempted to provide basic tips; which the customer declined and requested a supervisor. Customer Care apologized a supervisor was not available at that time. Customer disconnected.	Service Complaints	Connection Issues

## Hamilton Web CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170609-000017	6/9/2017		Kacie	Kacie	Customer attempted to save captions from conversation but received a browser error.	6/9/2017	Customer Care attempted to obtaining additional information; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	System/Browser Issues
171009-000068	10/9/2017		Mary	Mary	Customer stated they are unable to place a captioned call.	10/9/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
171018-000114	10/18/2017		Dan	Dan	Customer stated they were receiving an error message when attempting to place an outgoing call.	10/29/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer disconnected due to inactivity before further assistance could be provided. There has been no further contact from this customer.	Technical Complaints	Tech - General
171116-000112	11/16/2017		Dan	Dan	Customer stated they are having issues placing calls through Sprint Web CapTel.	11/17/2017	Customer Care provided information on Hamilton CapTel services and referred the customer to Sprint for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
171129-000119	11/29/2017		Dan	Dan	Customer stated the captions were garbled on their screen.	12/12/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Captions - Garbled Text
171211-000028	12/11/2017		Mary	Mary	Customer stated they are not receiving captions for inbound calls through Hamilton CapTel for PC/Mac.	1/24/2018	Customer Care provided basic tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Voice User Unable to Connect
171222-000049	12/22/2017		Jacob	Jacob	Customer stated they were experiencing an Invalid Session issue with Web CapTel.	12/23/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	System/Browser Issues

## Hamilton Web CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170609-000017	6/9/2017		Kacie	Kacie	Customer attempted to save captions from conversation but received a browser error.	6/9/2017	Customer Care attempted to obtaining additional information; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	System/Browser Issues
180102-000078	1/2/2018		Mary	Mary	Customer stated the CA hung up on them.	3/14/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Complaints
180104-000012	1/4/2018		Jenn	Jenn	Customer stated when making calls their telephone line keeps disconnecting.	1/4/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180114-000014	1/14/2018		Dan	Dan	Customer stated they are having issues placing outgoing calls to a specific number through Hamilton Web CapTel.	6/6/2018	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Customer Care acquired call detail information which was forwarded to the technical department. Technical department placed multiple test calls; but was unable to recreate the issue. Customer was advised.	Technical Complaints	Tech - Unable to Call
180119-000020	1/19/2018		Mary	Mary	Customer stated when placing CapTel calls they are receiving busy circuit messages.	1/19/2018	Customer Care referred the customer to their telephone service provider. Customer understood.	Technical Complaints	External - Miscellaneous
180126-000031	1/26/2018		Jacob	Jacob	Customer stated they are unable to place a captioned call.	1/26/2018	Customer Care provided basic tips; which were successful. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
180212-000016	2/12/2018		Mary	Mary	Customer stated they are unable to place a captioned call.	2/12/2018	Customer Care apologized and attempted to provide troubleshooting tips; which were unsuccessful due to customer disconnecting. There has been no further contact from the customer.	Technical Complaints	Tech - Unable to Call



## Hamilton Web CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170609-000017	6/9/2017		Kacie	Kacie	Customer attempted to save captions from conversation but received a browser error.	6/9/2017	Customer Care attempted to obtaining additional information; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	System/Browser Issues
180213-000099	2/13/2018		Erica	Erica	Customer stated they were receiving an error message when attempting to log into Hamilton Web CapTel.	3/27/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which discovered the issue and was resolved. Customer was satisfied.	Technical Complaints	Tech - General
180309-000051	3/9/2018		Jacob	Jacob	Customer stated losing connection to Hamilton Web CapTel.	3/9/2018	Customer Care provided troubleshooting tips; which determined the issue was with the customer's Internet service. Customer Care referred the customer to their Internet service provider for further assistance. Customer understood and was satisfied.	Technical Complaints	External - Miscellaneous
180320-000016	3/20/2018		Mary	Mary	Customer stated the captions were slow or delayed during their call.	3/30/2018	Customer Care explained why the captions could appear slow or delayed during the call. Customer was satisfied.	Service Complaints	Speed of Captions
180320-000076	3/20/2018		Dan	Dan	Customer stated several connection issues during the call.	3/20/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care advised customer information would be forwarded to the technical department; which customer refused, stated they would use a different CapTel service and disconnected.	Service Complaints	Connection Issues

## Hamilton Web CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170609-000017	6/9/2017		Kacie	Kacie	Customer attempted to save captions from conversation but received a browser error.	6/9/2017	Customer Care attempted to obtaining additional information; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	System/Browser Issues
180323-000010	3/23/2018		Tyna	Tyna	Customer stated the captions were slow or delayed during the call and captions kept repeating themselves.	3/27/2018	Customer Care attempted troubleshooting tips and obtain call details; which were unsuccessful for customer refused. Information was forwarded to the technical department; which were unable to locate any technical issues. There has been no further contact from the customer.	Service Complaints	Speed of Captions
180326-000074	3/26/2018		Mary	Mary	Customer stated they are unable to save or print their conversations when using Hamilton Web CapTel.	3/30/2018	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
180409-000020	4/9/2018		Jenn	Jenn	Customer stated several connection issues during the call.	4/9/2018	Customer Care provided trouble shooting tips to assist the customer; which was successful. Customer was satisfied.	Service Complaints	Connection Issues
180413-000014	4/13/2018		Jacob	Jacob	Customer stated losing connection to Hamilton Web CapTel.	4/13/2018	Customer Care provided troubleshooting tips; which determined the issue was with the customer's internet service. Customer Care referred the customer to their internet service provider for further assistance. Customer understood and was satisfied.	Technical Complaints	External - Miscellaneous
180430-000006	4/29/2018		Brandon	Jenn	Customer stated they were having issues with their internet connection.	4/30/2018	Customer Care provided troubleshooting tips; which determined the issue was with the customer's internet service. There has been no further contact from this customer.	Technical Complaints	External - Miscellaneous

## Hamilton Web CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170609-000017	6/9/2017		Kacie	Kacie	Customer attempted to save captions from conversation but received a browser error.	6/9/2017	Customer Care attempted to obtaining additional information; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	System/Browser Issues
180511-000042	5/11/2018		Mary	Mary	Customer stated they were unable to log into the Hamilton Web CapTel website.	5/11/2018	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
180511-000043	5/11/2018		Mary	Mary	Customer stated they are unable to place a captioned call using Hamilton Web CapTel.	5/11/2018	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
170615-000015	6/15/2017		Kacie	Kacie	Customer stated they did not receive captions.	6/19/2017	Customer Care provided troubleshooting tips to the customer. There has been no further contact from this customer.	Technical Complaints	Tech - General
170615-000091	6/15/2017		Erica	Erica	Customer stated the Hamilton CapTel Mobile App was not working for them.	6/29/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
170619-000037	6/19/2017		Mary	Mary	Customer stated several connection issues during the call.	6/19/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues
170627-000051	6/27/2017		Erica	Erica	Customer stated several connection issues during the call.	6/27/2017	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer stated they would call back at a later time. There has no further contact from the customer.	Service Complaints	Connection Issues
170630-000050	6/28/2017		Mary	Mary	Customer stated several connection issues during the call.	7/20/2017	Customer Care apologized and provided troubleshooting tips but was unable to resolve the issue. Customer Care forwarded the information to the technical department; which determined the customer needed to consult their cell phone service provider. Customer followed up with their service provider; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues
170629-000070	6/29/2017		Erica	Erica	Customer stated several connection issues during the call.	6/29/2017	Customer Care attempted to provide troubleshooting tips; however, customer became frustrated and disconnected. There has been no further contact from the customer.	Service Complaints	Connection Issues
170707-000003	7/7/2017		Tyna	Tyna	Customer stated the Hamilton CapTel Mobile App is not performing well.	7/7/2017	Customer Care provided troubleshooting tips for using the Hamilton CapTel Mobile App and requested additional information for further assistance. There has been no further contact from the customer.	Technical Complaints	Tech - General
170708-000002	7/7/2017		Brandon	Brandon	Customer stated captions are not appearing in the Hamilton CapTel Mobile App until after call ends.	7/8/2017	Customer Care provided troubleshooting tips to resolve the issue. Caller was not with customer at time but understood and satisfied.	Technical Complaints	Tech - General

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
170708-000005	7/8/2017		Tyna	Tyna	Customer stated the captions were slow or delayed during their call.	7/8/2017	Customer Care provided information on the reason captions could appear slow or delayed during the call. Customer Care provided several troubleshooting tips; which resolved the issue.	Service Complaints	Speed of Captions
170710-000064	7/10/2017		Kacie	Kacie	Customer inquired how to place/receive a call through the Hamilton CapTel Mobile App.	7/10/2017	Customer Care explained how to make/receive calls through the Hamilton CapTel Mobile App. Customer was satisfied.	Service Complaints	Service -- General
170722-000012	7/22/2017		Erica	Erica	Customer stated several connection issues during the call.	7/22/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues
170724-000091	7/24/2017		Erica	Erica	Customer stated they are unable to receive a captioned call.	7/24/2017	Customer Care provided basic troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
170725-000061	7/25/2017		Mary	Mary	Customer stated they were unable to log into the Hamilton CapTel App.	7/25/2017	Customer Care apologized and provided troubleshooting tips; which were successful. Customer was satisfied.	Service Complaints	System/Browser Issues
170726-000057	7/26/2017		Erica	Erica	Customer stated receiving an error message when logging into the Hamilton CapTel Mobile App.	7/26/2017	Customer Care provided troubleshooting tips; but was unable to resolve the issue. Customer stated would call back if problem persists. There has been no further contact from the customer.	Technical Complaints	Tech - General
170801-000041	8/1/2017		Mary	Mary	Customer stated several connection issues during the call.	8/28/2017	Customer Care apologized and provided troubleshooting tips. There has been no further contact from the customer.	Service Complaints	Connection Issues
170801-000058	8/1/2017		Erica	Erica	Customer stated they are unable to place a captioned call.	8/4/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
170814-000027	8/14/2017		Jenn	Jenn	Customer stated several connection issues during the call.	8/14/2017	Customer Care provided basic tips to assist the customer; which was unsuccessful. Customer determined that there is an issue with their Wi-Fi connection. Customer Care referred customer to their internet service provider for further assistance. Customer was satisfied.	Service Complaints	Connection Issues

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub- Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
170815-000073	8/15/2017		Erica	Erica	Customer stated several connection issues during the call.	8/15/2017	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer stated they would call back at a later time.	Service Complaints	Connection Issues
170816-000050	8/16/2017		Mary	Mary	Customer stated several connection issues during the call.	8/16/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues
170819-000000	8/18/2017		Erica	Erica	Customer stated several connection issues during the call.	8/19/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues
170823-000081	8/23/2017		Erica	Erica	Customer stated the Hamilton CapTel for Smartphone app is not working properly.	9/1/2017	Customer Care requested additional information to provide troubleshooting steps. There has been no further response from the customer.	Technical Complaints	Tech - General
170828-000059	8/28/2017		Jenn	Jenn	Customer stated several connection issues during the call.	9/8/2017	Customer Care provided basic tips to assist the customer. There has been no further contact from this customer.	Service Complaints	Connection Issues
170905-000096	9/5/2017	6486	Erica	Erica	Customer stated that captions on their call were incorrect.	9/5/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was satisfied	Service Complaints	Accuracy of Captions
170914-000053	9/14/2017		Mary	Mary	Customer stated several connection issues during the call.	9/14/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues
170914-000070	9/14/2017		Erica	Erica	Customer stated several connection issues during the call.	9/19/2017	Customer Care requested additional information to provide troubleshooting steps; which was unsuccessful. There has been no further contact from the customer.	Service Complaints	Connection Issues

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
170915-000044	9/15/2017		Mary	Mary	Customer stated they are unable to place a captioned call.	9/23/2017	Customer Care provided troubleshooting tips; which determine the issue was not the Hamilton CapTel App. Customer Care referred the customer to their mobile service provider for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
170915-000065	9/15/2017		Erica	Erica	Customer stated they are unable to place a captioned call.	9/15/2017	Customer Care requested additional information, but the customer's phone connection failed. Customer may call back.	Technical Complaints	Tech - Unable to Call
170915-000073	9/15/2017		Erica	Erica	Customer stated they were not able to log into Hamilton CapTel on their iPhone 4S.	9/26/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care forwarded information to the technical department; which reported no technical issues with using Hamilton CapTel on the 4S. Customer understood.	Technical Complaints	Tech - General
170918-000065	9/18/2017		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	3/20/2018	Customer Care apologized and gathered detailed information to forward to the technical department. Technical department is aware of the issue and is in the working on a resolution. Customer Care advised customer would be notified when the issue is resolved. Customer was satisfied.	Technical Complaints	Tech - General
170919-000066	9/19/2017		Erica	Erica	Customer stated several connection issues during the call.	9/19/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues
170922-000010	9/22/2017		Mary	Mary	Customer stated they are unable to place a captioned call.	9/22/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
170922-000065	9/22/2017		Erica	Erica	Customer stated several connection issues during the call.	9/22/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub- Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
170924-000009	9/24/2017		Celeste	Mary	Customer stated their Call Me # is ringing busy when people attempt to call them.	9/25/2017	Customer Care apologized and provided basic troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
170929-000067	9/29/2017		Mary	Mary	Customer stated they are unable to place a captioned call.	9/29/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
171002-000074	10/2/2017		Mary	Mary	Customer stated that when people dialed their Call Me # it was busy.	10/2/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
171003-000050	10/3/2017		Jenn	Jenn	Customer stated several connection issues during the call.	10/3/2017	Customer Care provided basic tips to assist the customer. Customer stated they would troubleshoot their device at a later time. Customer disconnected.	Service Complaints	Connection Issues
171005-000030	10/5/2017		Mary	Mary	Customer stated they were unable to receive captioned calls through the Hamilton CapTel Mobile App.	10/5/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
171009-000034	10/9/2017		Mary	Mary	Customer stated they are unable to place a captioned call.	10/10/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
171009-000067	10/9/2017		Mary	Mary	Customer stated they are unable to place a captioned call.	10/9/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
171009-000072	10/9/2017		Dan	Dan	Customer stated several connection issues during the call.	10/9/2017	Customer Care provided troubleshooting tips; which were unsuccessful. Customer disconnected before further assistance could be provided. There has been no further contact from the customer.	Service Complaints	Connection Issues
171023-000054	10/23/2017		Mary	Mary	Customer stated they are unable to receive captioned calls through the Hamilton CapTel Mobile App.	10/26/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Voice User Unable to Connect
171026-000090	10/26/2017		Mary	Mary	Customer stated several connection issues during the call.	10/26/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Service Complaints	Connection Issues



## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
171027-000114	10/27/2017		Breanna	Mary	Customer stated they are unable to place a captioned call.	11/1/2017	Customer Care made multiple attempts to reach the customer to help resolve the issue; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - Unable to Call
171030-000237	10/30/2017		Mary	Mary	Customer stated people cannot reach them via their Call Me #.	11/3/2017	Customer Care apologized and provided troubleshooting tips; which were successful. Customer was satisfied.	Technical Complaints	Voice User Unable to Connect
171108-000182	11/8/2017		Dan	Dan	Customer stated they are having issues placing/receiving calls using the Hamilton CapTel Mobile App.	11/27/2017	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
171208-000062	12/8/2017		Erica	Erica	Customer stated they were unable to retrieve their external voicemails.	12/8/2017	Customer Care provided basic tips; which did not resolve the issue. Customer Care referred the customer to their telephone service provider for additional assistance. Customer understood.	Technical Complaints	External - Miscellaneous
171220-000013	12/20/2017		Mary	Mary	Customer stated they were unhappy with the process of a call made through the Hamilton CapTel App.	12/20/2017	Customer Care apologized and attempted to acquire call details; which the customer refused to provide then disconnected. There has been no further contact from the customer.	Service Complaints	Complaints
180111-000076	1/11/2018		Dan	Dan	Customer stated they were having an issue with the Hamilton CapTel Mobile App.	1/11/2018	Customer Care provided troubleshooting tips; which determined the issue was with their customer's mobile service. Customer Care referred the customer to their mobile service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180114-000008	1/14/2018		Dan	Dan	Customer stated they are not receiving captions until after the call has ended.	1/15/2018	Customer Care provided basic tips; which determined the issue was with their mobile service. Customer Care referred the customer to their mobile service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub- Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
180119-000030	1/18/2018		Tina	Tina	Customer is disappointed that it has taken so long for the update to the Hamilton CapTel iOS Application to be available again. Customer stated they feel as if it is not a priority for Hamilton and that no work is being done.	1/19/2018	Compliance Coordinator apologized to the customer and explained that Hamilton CapTel Programmers has this as a priority. Compliance Coordinator explained that we hope to have a new release to the application soon. Customer was satisfied.	Service Complaints	Complaints
180118-000060	1/18/2018		Dan	Dan	Customer stated they are unable to log into their account.	1/18/2018	Customer Care provided basic tips; to resolve the issue. Customer disconnected before Customer Care could confirm if the troubleshooting was successful.	Technical Complaints	Tech - General
180209-000032	2/9/2018		Jacob	Jacob	Customer stated they are unable to place a captioned call.	2/9/2018	Customer Care provided basic tips; which did not resolve the issue for the customer disconnected. There has been no further contact from the customer.	Technical Complaints	Tech - Unable to Call
180212-000065	2/12/2018		Dan	Dan	Customer stated they are not receiving captions until after the call has ended.	2/12/2018	Customer Care referred the customer to their cellular service provider for further assistance. Customer understood.	Technical Complaints	External - Miscellaneous
180215-000051	2/15/2018		Jacob	Jacob	Customer stated experiencing issues connecting to the Hamilton CapTel Mobile App.	2/15/2018	Customer Care provided basic tips; which did not resolve the issue. Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180307-000014	3/7/2018		Jacob	Jacob	Customer stated they are unable to place a captioned call due to call dropping off at 32 seconds.	3/7/2018	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
180309-000013	3/9/2018		Jacob	Jacob	Customer stated they are unable to receive a captioned call.	3/27/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care gathered detailed information to forward to the technical department and issue was resolved. Customer was satisfied.	Technical Complaints	Tech - Unable to Call

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
180312-000060	3/12/2018		Dan	Dan	Customer stated several connection issues during the call.	3/12/2018	Customer Care attempted to assist the customer; however, customer disconnected before any assistance could be provided.	Service Complaints	Connection Issues
180317-000011	3/17/2018		Mary	Mary	Customer stated they are unable to receive captioned calls.	3/17/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - General
180318-000007	3/18/2018		Mary	Mary	Customer stated the typed characters are not visible in the search field of the Contacts tab in the Hamilton CapTel Mobile App.	4/2/2018	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which stated the issue would be resolved in the next update. Customer was satisfied.	Technical Complaints	Tech - General
180321-000055	3/21/2018		Erica	Erica	Customer stated seeing a "mobile data not available" message when using the Hamilton CapTel Mobile App.	3/29/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their mobile service provider for further assistance. Customer understood.	Technical Complaints	External - Miscellaneous
180327-000013	3/27/2018		Mary	Mary	Customer stated captions stop in the middle of their call.	3/30/2018	Customer Care explained why the captions may stop during a call. Customer Care provided several troubleshooting tips; which did not resolve the issue. Customer Care apologized and requested call details. Information was forwarded to the technical department; which determined there were no issues. Customer understood.	Service Complaints	Captions - Stop During Call
180327-000066	3/27/2018		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	3/30/2018	Customer Care apologized and gathered detailed information to forward to the technical department. Technical department is aware of the issue and is in the working on a resolution. Customer Care advised customer would be notified when the issue is resolved. Customer was satisfied.	Technical Complaints	Tech - General

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
180330-000035	3/30/2018		Jacob	Jacob	Customer stated they are unable to place a captioned call.	4/4/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
180402-000087	4/2/2018		Dan	Dan	Customer stated they were unable to log into their account.	4/2/2018	Customer Care provided troubleshooting tips; which were not successful. Customer stated they would reconnect at a later time for further assistance and disconnected. There has been no further contact from the customer.	Technical Complaints	Tech - General
180405-000039	4/5/2018		Jenn	Jenn	Customer stated they are unable to receive incoming calls using the Hamilton CapTel Mobile App for iOS.	5/7/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; issue was resolved. Customer was notified and satisfied.	Technical Complaints	Tech - Unable to Call
180411-000016	4/11/2018		Jenn	Jenn	Customer stated they are unable to receive incoming calls using the Hamilton CapTel Mobile App for iOS.	5/7/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; issue was resolved. Customer was notified and satisfied.	Technical Complaints	Tech - Unable to Call
180412-000062	4/12/2018		Dan	Dan	Customer stated the captions were slow or delayed during their call.	4/12/2018	Customer Care explained why the captions could appear slow or delayed during the call and suggested the customer check their network connection and try the call again. Customer understood.	Service Complaints	Speed of Captions
180414-000021	4/14/2018		Ryan	Tyna	Customer stated they are unable to install the Hamilton CapTel Mobile App for the Android OS 8.0.	4/25/2018	Customer Care apologized and gathered detailed information to forward to the technical department. Technical department is aware of the issue and is in the working on a resolution. Customer Care advised customer would be notified when the issue is resolved. Customer was satisfied.	Technical Complaints	Tech - General

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
180420-000050	4/20/2018		Jacob	Jacob	Customer stated they are unable to place a captioned call.	6/20/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which requested additional information from the customer. Notification was sent to the customer. There has been no further contact from the customer.	Technical Complaints	Tech - Unable to Call
180429-000012	4/29/2018		Mary	Mary	Customer stated they are unable to place a captioned call.	5/8/2018	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
180501-000055	5/1/2018		Mary	Mary	Customer stated they were unable to copy and paste a saved conversation from the Hamilton CapTel Mobile App.	5/7/2018	Customer Care apologized and obtained call detail information. Information was forwarded to the technical department; which determined the copy/paste function was not applicable within the Hamilton CapTel Mobile App for Android and provided alternate solution(s). Customer was advised.	Technical Complaints	Tech - General
180502-000069	5/2/2018		Dan	Dan	Customer stated they were unable to pair their Bluetooth hearing aids with their iPhone.	5/2/2018	Customer Care referred the customer to their service provider for further assistance. Customer understood.	Technical Complaints	External - Miscellaneous
180515-000039	5/15/2018		Jenn	Jenn	Customer stated they received a "connection failed" error message when using the Hamilton CapTel Mobile App.	5/15/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their wireless telephone service provider. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180516-000038	5/16/2018		Jacob	Jacob	Customer stated they are unable to place a captioned call.	5/16/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
180517-000045	5/17/2018		Jenn	Jenn	Customer stated they were unable to receive captioned calls when using the Hamilton CapTel Mobile App.	5/17/2018	Customer Care provided troubleshooting tips; which determined the issue was the customer's internet/cellular signal. Customer Care referred the customer to their mobile service provider regarding voice/data network coverage. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180517-000077	5/17/2018		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	5/17/2018	Customer Care apologized and gathered detailed information to forward to the technical department. Technical department is aware of the issue and is in the working on a resolution. Customer Care advised customer would be notified when the issue is resolved. Customer was satisfied.	Technical Complaints	Tech - General
180521-000082	5/21/2018		Dan	Dan	Customer stated they were unable to receive incoming captioned calls when using the Hamilton CapTel Mobile App.	5/21/2018	Customer Care provided troubleshooting tips; which determined the issue was the customer's cellular service. Customer Care referred the customer to their mobile service provider. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180523-000070	5/23/2018		Dan	Dan	Customer stated they are unable to place a captioned call.	5/29/2018	Customer Care provided troubleshooting tips. There has been no further contact from this customer.	Technical Complaints	Tech - Unable to Call
180523-000077	5/23/2018		Erica	Erica	Customer stated they are unable to use the Hamilton CapTel Mobile App on Android OS 8.	5/23/2018	Customer Care apologized and gathered detailed information to forward to the technical department. Technical department is aware of the issue and is in the working on a resolution. Customer Care advised customer would be notified when the issue is resolved. Customer was satisfied.	Technical Complaints	Tech - General

## Hamilton Mobile CapTel FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/ Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000024	6/5/2017		Kacie	Kacie	Customer stated the iOS update is not compatible with Hamilton CapTel App for iPhone.	6/12/2017	Customer Care apologized and informed the customer our development team is aware of this issue. Customer Care stated we will contact customer when the issue is resolved. Customer was satisfied.	Service Complaints	Complaints
180526-000004	5/26/2018		Dan	Dan	Customer stated they are unable to use the Hamilton CapTel Mobile App on iPhone iOS 11.	5/26/2018	Customer Care apologized and gathered detailed information to forward to the technical department. Technical department is aware of the issue and is in the working on a resolution. Customer Care advised customer would be notified when the issue is resolved. Customer was satisfied.	Technical Complaints	Tech - General
180530-000024	5/30/2018		Jacob	Jacob	Customer stated they are unable to place a captioned call.	5/31/2018	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
180530-000036	5/30/2018		Dan	Dan	Customer stated the volume level on their Smartphone is too low.	5/30/2018	Customer Care referred the customer to their cellular service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170605-000000	6/4/2017		Chester	Chester	Customer stated having difficulty deleting a voice message from the answering machine.	6/5/2017	Customer Care attempted to reach the customer; which was unsuccessful. The contact telephone number provided by the customer rang a fast busy signal. There has been no further contact from the customer.	Technical Complaints	Tech - General
170619-000008	6/19/2017		Kacie	Kacie	Customer stated the captions were slow or delayed during their call.	6/19/2017	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Service Complaints	Speed of Captions
170704-000000	7/4/2017		Jenn	Jenn	Customer stated they are experiencing issues with their CapTel phone and internet connection.	7/5/2017	Customer Care made multiple attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - General
170704-000025	7/4/2017		Jenn	Jenn	Customer stated that their internet service was not working properly and not allowing them to get the captions on their phone.	7/4/2017	Customer Care referred the customer to their internet service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
170704-000031	7/4/2017		Brandon	Brandon	Customer stated a network connection error message on their CapTel phone.	7/4/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred customer to their internet service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
170704-000030	7/4/2017		Kacie	Kacie	Customer stated a network connection error on their CapTel device.	7/4/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred customer to their internet service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
170704-000040	7/4/2017		Kacie	Kacie	Customer stated no network connection on their CapTel device.	7/4/2017	Customer Care referred customer to their internet service provider. Customer understood.	Technical Complaints	External - Miscellaneous
170704-000072	7/4/2017		Kacie	Kacie	Customer stated static on the telephone line.	7/4/2017	Customer Care referred customer to their telephone service provider. Customer understood.	Technical Complaints	External - Miscellaneous
170705-000003	7/5/2017		John	Jennifer Davis	Customer stated technical issues with their CapTel phone.	7/5/2017	Customer Care provided troubleshooting tips; which were unsuccessful. Customer Care referred the customer to CTI, provided their phone number, website and offered to transfer. Customer refused transfer, stated would call at a later date and was satisfied.	Technical Complaints	Tech - General
170705-000009	7/5/2017		Ryan	Ryan	Customer stated they were not getting captions on the Hamilton CapTel phone.	7/5/2017	Customer Care made multiple attempts to reach the customer; which were unsuccessful. Customer providing invalid contact telephone numbers. There has been no further contact from the customer.	Technical Complaints	Tech - General
170705-000012	7/5/2017		Ryan	Jenn	Customer stated they cannot hear on their Hamilton CapTel phone.	7/5/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number, website and transferred the call. Customer was satisfied.	Technical Complaints	Tech - General
170705-000014	7/5/2017		Ryan	Jenn	Customer stated their CapTel phone was not working properly and the lights were consistently blinking.	7/5/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number, and transferred the call. Customer was satisfied.	Technical Complaints	Tech - General



## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170822-000025	8/22/2017		Tyna	Tyna	Customer stated the CapTel is blocking calls to their landline phone.	8/22/2017	Customer Care attempted troubleshooting tips; which was unsuccessful. Customer disconnected before any information could be obtained or provided. There has been no further contact from the customer.	Technical Complaints	Tech - General
170829-000069	8/29/2017		Mary	Mary	Customer stated they were unable to place a captioned call.	8/29/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
170904-000022	9/4/2017	1713	Erica	Erica	Customer stated that captions on their call were incorrect.	9/4/2017	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to. Customer was notified.	Service Complaints	Accuracy of Captions
170904-000031	9/4/2017		Jennifer	Dan	Customer stated they were experiencing interference on the telephone line during their calls.	9/4/2017	Customer Care referred the customer to the telephone service provider for assistance. Customer understood.	Technical Complaints	External - Miscellaneous
170904-000032	9/4/2017		Dan	Dan	Customer stated they are being asked for a security code during their calls.	9/4/2017	Customer Care attempted troubleshooting tips; which was unsuccessful. Customer disconnected before any information could be obtained or provided. There has been no further contact from the customer.	Technical Complaints	External - Miscellaneous
170904-000034	9/4/2017		Erica	Erica	Customer stated experiencing technical issues with their CapTel phone.	9/4/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, and provided their toll-free access number. Customer understood.	Technical Complaints	Tech - General
170904-000035	9/4/2017		Dan	Dan	Customer stated they are receiving a DHCP error on their CapTel device.	9/4/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their internet service provider for assistance. Customer understood.	Technical Complaints	External - Miscellaneous
170904-000055	9/4/2017		Dan	Dan	Customer stated their party was unable to hear them during the call.	9/4/2017	Customer Care provided troubleshooting tips; which determine the issue was with the called parties telephone line connection. Customer was satisfied.	Technical Complaints	External - Miscellaneous
170912-000043	9/12/2017		Mary	Mary	Customer stated technical issues with equipment.	9/15/2017	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Customer was not with CapTel user at time of call. Customer Care referred the customer to CTI and provided the toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
171003-000065	10/3/2017		Mary	Mary	Customer stated that their CapTel phone was not working.	10/3/2017	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Customer was not with CapTel user at time of call. Customer Care referred the customer to CTI and provided the toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
171010-000067	10/10/2017		Mary	Mary	Customer stated their CapTel phone was not working.	10/10/2017	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Customer was not with CapTel user at time of call. Customer Care referred the customer to CTI and provided the toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171013-000067	10/13/2017		Tyna	Tyna	Customer stated a customer's CapTel phone is not working.	10/13/2017	Customer Care attempted to provide troubleshooting tips; which was unsuccessful. Customer was not with CapTel user at time of call. Customer Care referred the customer to CTI and provided the toll-free access number. Customer was satisfied.	Technical Complaints	Tech - General
171023-000080	10/23/2017		Mary	Mary	Customer stated they are unable to place a captioned call.	10/23/2017	Customer Care apologized and provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
171027-000027	10/27/2017		Jenn	Jenn	Customer's friend called on their behalf and requested a home visit to fix their CapTel phone as they are unable to make and receive calls.	10/27/2017	Customer Care referred the customer to WCI and provided their telephone number. Customer was satisfied.	Technical Complaints	Tech - General
171031-000187	10/31/2017		Mary	Mary	Customer stated other people cannot hear them on the CapTel phone.	11/1/2017	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
171108-000094	11/8/2017		Tyna	Tyna	Customer stated receiver button is stuck on their CapTel 840i.	11/8/2017	Customer Care provided basic tips; which did not resolve the issue. Customer was unable to provide information on where the CapTel phone was obtained. Customer Care referred the customer to WCI, provided their toll-free access number and transferred the call. Customer was satisfied.	Technical Complaints	Tech - General
171123-000041	11/23/2017		Tyna	Tyna	Customer requested information on blocking/reporting a specific telemarketing caller.	11/23/2017	Customer Care referred the customer to their telephone service provider for assistance. Customer understood.	Technical Complaints	External - Miscellaneous
171123-000046	11/23/2017		Mary	Mary	Customer stated their CapTel phone was not connecting to Wi-Fi.	11/23/2017	Customer Care apologized and provided troubleshooting tips; which were successful. Customer was satisfied.	Technical Complaints	Tech - General
171123-000070	11/23/2017		Mary	Mary	Customer stated their CapTel phone was not working.	11/23/2017	Customer Care attempted to provide troubleshooting tips; which were unsuccessful. Customer was unable to hear Customer Care and disconnected. There has been no further contact from the customer.	Technical Complaints	Tech - General
171123-000075	11/23/2017		Mary	Mary	Customer stated their Hamilton CapTel phone was not working.	11/23/2017	Customer Care attempted to provide troubleshooting tips; which was unsuccessful. Customer was unable to hear and disconnected.	Technical Complaints	Tech - General
171123-000081	11/23/2017		Mary	Mary	Customer stated they are unable to reach a specific number.	11/23/2017	Customer Care apologized and referred the customer to their telephone service provider. Customer understood.	Technical Complaints	External - Miscellaneous
171124-000046	11/23/2017		Jennifer	Mary	Customer stated their CapTel phone was not working.	11/24/2017	Customer Care made multiple attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - General
171224-000012	12/24/2017		Ryan	Mary	Customer stated their CapTel phone was not working.	12/26/2017	Customer Care made several attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - General
171225-000015	12/24/2017		Brandon	Jenn	Customer stated their CapTel device does not have a dial tone.	12/25/2017	Customer Care attempted to provide troubleshooting tips; which was unsuccessful. Customer refused and disconnected. There has been no further contact from the customer.	Service Complaints	Dial Tone - Not Heard
171225-000016	12/24/2017		David	Jenn	Customer stated their CapTel phone stopped working.	12/25/2017	Customer Care attempted to reach the customer; which was unsuccessful. There has been no further contact from this customer.	Technical Complaints	Tech - General

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
171225-000014	12/25/2017		Jenn	Jenn	Customer stated they are having trouble connecting their CapTel phone to the internet.	12/25/2017	Customer Care attempted to reach the customer; which was unsuccessful. There has been no further contact from this customer.	Technical Complaints	Tech - General
171225-000039	12/25/2017		Jacob	Jacob	Customer stated they are unable to place a captioned call.	12/25/2017	Customer Care provided basic tips; which resolved the issue. Customer was satisfied.	Technical Complaints	Tech - Unable to Call
171225-000062	12/25/2017		Jacob	Jacob	Customer stated the captions were slow or delayed during their call.	12/25/2017	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided basic tips to assist with this issue. Customer was satisfied.	Service Complaints	Speed of Captions
171225-000063	12/25/2017		Jacob	Jacob	Customer stated the captions were slow or delayed during their call.	12/25/2017	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided basic tips to assist with this issue. Customer was satisfied.	Service Complaints	Speed of Captions
171226-000019	12/25/2017		John	John	Customer stated their CapTel phone does not disconnect properly.	12/26/2017	Customer Care attempted to reach the customer; which was unsuccessful. There has been further contact from this customer.	Technical Complaints	Tech - General
171226-000056	12/26/2017		Jacob	Jacob	Customer stated captions stopped in the middle of their call.	12/26/2017	Customer Care provided basic tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number and transferred the call. Customer was satisfied.	Service Complaints	Captions - Stop During Call
180101-000038	1/1/2018		Erica	Erica	Customer stated when dialing the CapTel phone, they are receiving a message that the voice mailbox has not been set up.	1/1/2018	Customer Care referred the customer to their telephone service provider. Customer understood.	Technical Complaints	External - Miscellaneous
180101-000078	1/1/2018		Dan	Dan	Customer stated when placing a CapTel phone call a recording states call did not go through.	1/1/2018	Customer Care referred the customer to their telephone service provider for further assistance. Customer understood.	Technical Complaints	External - Miscellaneous
180102-000010	1/2/2018		Jess	Jenn	Customer stated they did not receive captions during their call.	1/2/2018	Customer Care attempted to reach the customer to assist them. Customer stated they would call back at a later time. Customer disconnected.	Service Complaints	Captions - No Captions
180122-000022	1/22/2018		Mary	Mary	Customer stated their CapTel phone was not working.	1/22/2018	Customer Care apologized and provided basic tips; which did not resolve the issue. Customer Care referred the customer to CTI and provided the telephone number. Customer was satisfied.	Technical Complaints	Tech - General
180123-000040	1/23/2018		Mary	Mary	Customer stated their CapTel phone was not working.	1/23/2018	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
180125-000028	1/25/2018		Jacob	Jacob	Customer stated the captions were slow or delayed during their call.	1/25/2018	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Service Complaints	Speed of Captions
180202-000084	2/2/2018		Dan	Dan	Customer stated that captions on their call were incorrect.	2/2/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Accuracy of Captions
180209-000017	2/9/2018		Mary	Mary	Customer stated their CapTel phone was not working.	2/9/2018	Customer Care attempted to provide basic tips, however, the customer disconnected. There has been no further contact from the customer.	Technical Complaints	Tech - General

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180309-000033	3/9/2018		Jenn	Jenn	A Representative called on behalf of a customer and stated the captions were slow or delayed during their call.	3/9/2018	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Service Complaints	Speed of Captions
180309-000034	3/9/2018		Jacob	Jacob	Customer stated the captions were slow or delayed during their call.	3/9/2018	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Service Complaints	Speed of Captions
180314-000027	3/14/2018		Jacob	Jacob	Customer requested assistance with Hamilton CapTel for Business.	3/14/2018	Customer Care attempted to provide information. Customer disconnected.	Technical Complaints	Tech - General
180328-000083	3/28/2018		Mary	Mary	Customer stated that their CapTel phone was not working.	3/30/2018	Customer Care made multiple attempts to reach the customer; which were unsuccessful. There has been no further contact from the customer.	Technical Complaints	Tech - General
180402-000015	4/2/2018		Mary	Mary	Customer stated their Hamilton CapTel phone was not working.	4/2/2018	Customer Care attempted to provided troubleshooting tips; however, customer disconnected. There has been no further contact from the customer.	Technical Complaints	Tech - General
180413-000032	4/13/2018		Mary	Mary	Customer stated that their Hamilton CapTel phone was not working.	4/13/2018	Customer Care attempted to provide the requested assistance but the customer stopped responding and disconnected. There has been no further contact from the customer.	Technical Complaints	Tech - General
180419-000081	4/19/2018		Dan	Dan	Customer requested information on the functions of their Cisco telephone.	4/19/2018	Customer Care referred the customer to their telecommunications administrator for further assistance. Customer understood.	Technical Complaints	External - Miscellaneous
180420-000011	4/20/2018		Jacob	Jacob	Customer stated their Hamilton CapTel phone was not working.	4/20/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI, provided their toll-free access number and transferred the call. Customer was satisfied.	Technical Complaints	Tech - General
180424-000007	4/24/2018		Mary	Mary	Customer stated their Hamilton CapTel phone was redialing the customer after calls were concluded.	4/24/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180424-000022	4/24/2018		Dan	Dan	Customer requested information on free telephone service.	4/24/2018	Customer Care advised we only provide the phone itself and would not have any information on free telephone service. Customer understood.	Technical Complaints	External - Miscellaneous
180501-000010	5/1/2018		Tyna	Tyna	Customer stated they did not receive captions during their call.	5/1/2018	Customer Care provided troubleshooting tips; which did not resolved the issue. Customer Care referred the customer to CTI., provided their toll-free access number and website. Customer was satisfied.	Service Complaints	Captions - No Captions
180525-000054	5/25/2018		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	5/25/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI., provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
180526-000007	5/26/2018		Dan	Dan	Customer stated that captions on their call were incorrect.	5/26/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	Accuracy of Captions

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180528-000008	5/28/2018		Mary	Mary	Customer stated their CapTel phone was receiving a "line in use" error message.	5/28/2018	Customer Care provided troubleshooting tips; which determined the issue was with the customer's telephone phone line. Customer Care referred the customer to their telephone service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180528-000012	5/28/2018		Mary	Mary	Customer stated that captions on their call were incorrect.	5/30/2018	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to.	Service Complaints	Accuracy of Captions
180528-000054	5/28/2018		Tyna	Tyna	Customer stated their CapTel phone does not have a dial tone.	5/28/2018	Customer Care provided troubleshooting tips; which determined issue with the customer's telephone service. Customer referred customer to their telephone service provider for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180528-000056	5/28/2018		Tyna	Tyna	Customer stated receiving an error 19 message.	5/28/2018	Customer Care troubleshooting tips; which did not resolve the issue. Customer stated does not have internet service. Customer Care explained requirements for CapTel 2400IBT phone. Customer understood.	Technical Complaints	Tech - General
180528-000067	5/28/2018		Brandon	Tyna	Customer stated error message when connecting to their Wi-Fi.	5/28/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI., on the next business day, provided their toll-free access number and website. Customer was satisfied.	Technical Complaints	Tech - General
180528-000080	5/28/2018		Brandon	Tyna	Customer stated lost internet connection.	5/28/2018	Customer Care provided steps for connecting the 2400i to the Wi-Fi network; which were unsuccessful. Customer Care referred customer to their internet service provider for further assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180528-000083	5/28/2018		Tyna	Tyna	Customer stated received Error 19 connection problems.	5/28/2018	Customer Care provided troubleshooting tips; which determined issue was with customers internet service. Customer Care referred customer to their internet service provider for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180528-000092	5/28/2018		Brandon	Tyna	Customer stated has tone but receiving a "fast busy".	5/28/2018	Customer Care provided troubleshooting; which determined issue with the customer's telephone service. Customer referred customer to their telephone service provider for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180528-000090	5/28/2018		Tyna	Tyna	Customer stated their CapTel phone does not have a dial tone.	5/28/2018	Customer Care provided troubleshooting tips; which determined issue with the customer's telephone service. Customer referred customer to their telephone service provider for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous
180528-000094	5/28/2018		Tyna	Tyna	Customer stated when placing a call is reaching an "operator generated recording" asking for an access code.	5/28/2018	Customer Care referred customer to their telephone service provider for assistance. Customer was satisfied.	Technical Complaints	External - Miscellaneous

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
180530-000002	5/30/2018		Celeste	Tyna	Customer stated issues with errors on the CapTel phone caption screen.	5/30/2018	Customer Care provided troubleshooting tips; which determined issues may be their internet modem. Customer stated awaiting Verizon tech. Customer Care referred the customer to CTI., if further issues occur. Customer understood.	Technical Complaints	Tech - General
180530-000029	5/30/2018		Dan	Dan	Customer stated their Hamilton CapTel phone was not working.	5/30/2018	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI., provided their toll-free access number and transferred the call. Customer was satisfied.	Technical Complaints	Tech - General
794176	06/05/2017 03:49pm	6202	KK	KK	Customer reported that not all of the conversation was being properly captioned on the CapTel 840i.	06/27/2017 03:55pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. CSR later sent the customer a letter explaining the actions that were taken by the Call Center and offered further assistance upon request.	Service	
794447	06/06/2017 11:46am	10563	MK	MK	Customer reported a delay in captions on the CapTel 2400iBT.	06/27/2017 03:41pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offering further follow up on any future calls.	Service	
795078	06/07/2017 06:24pm	N/A	PY	PY	Customer reported seeing "Waiting for CapTel Operator" during on a call on the CapTel 2400iBT.	06/07/2017 06:48pm	CSR confirmed that the message appeared and remained on the CapTel's display as the call began. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. Customer confirmed when they did press the Captions button off and on again they did get a CA on the call.	Service	
795106	06/07/2017 08:19pm	10628	SB	SB	Customer reported experiencing a delay in the appearance of captions behind the spoken words during a previous call.	06/26/2017 10:52am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA received coaching on overcorrecting, as well as some strategies to better adhere to verbatim expectations and improve accuracy overall. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. The CSR later followed up with the customer and shared what action was taken by the Call Center and offered ongoing support as needed.	Service	
795300	06/08/2017 11:39pm	6100	KG	KG	Customer reported inaccurate captions during a conversation on the CapTel 840i.	06/14/2017 10:03am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
795977	06/10/2017 03:05pm	11050	TH	TH	Customer's wife shared feedback regarding accuracy of captions and provided specific call data.	06/20/2017 05:47pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
797410	06/15/2017 09:35am	N/A	JC	JC	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 2400i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797412	06/15/2017 09:29am	N/A	BM	BM	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797417	06/15/2017 09:40am	N/A	JC	JC	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 2400i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797418	06/15/2017 09:35am	N/A	RL	RL	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797425	06/15/2017 09:31am	N/A	PZ	PZ	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 800i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
797432	06/15/2017 09:41am	N/A	MS	MS	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797443	06/15/2017 09:45am	N/A	RL	RL	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 2400i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797470	06/15/2017 09:07am	N/A	CT	CT	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797487	06/15/2017 10:03am	N/A	CT	CT	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797561	06/15/2017 12:12pm	N/A	TK	TK	Customer reported experiencing difficulties connecting with a captionist earlier today when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797621	06/15/2017 01:31pm	N/A	SM	SM	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	



## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
797622	06/15/2017 01:36pm	N/A	DD	DD	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 800i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797631	06/15/2017 01:49pm	N/A	DD	DD	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 800i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797632	06/15/2017 01:47pm	N/A	RN	RN	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 2400IBT	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797638	06/15/2017 01:52pm	N/A	KMK	KMK	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797646	06/15/2017 01:57pm	N/A	RN	RN	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 800i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797649	06/15/2017 02:05pm	N/A	TS	TS	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
797652	06/15/2017 01:39pm	N/A	PZ	PZ	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 880i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797654	06/15/2017 02:06pm	N/A	TH	TH	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797657	06/15/2017 02:04pm	N/A	HL	HL	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797660	06/15/2017 02:11pm	N/A	PZ	PZ	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797668	06/15/2017 02:14pm	N/A	DD	DD	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797670	06/15/2017 02:05pm	N/A	CE	CE	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 2400iBT.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
797673	06/15/2017 01:49pm	N/A	TF	TF	Customer reported seeing "Waiting for a CapTel Operator" on the display screen of the CapTel 2400IBT.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797676	06/15/2017 02:02pm	N/A	KK	KK	Customer reported the CapTel 840i screen was unresponsive and displayed the message, "Waiting for CapTel Operator."	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797678	06/15/2017 02:16pm	N/A	GT	GT	Customer's assistant reported difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797689	06/15/2017 02:20pm	N/A	JS	JS	Customer reported difficulties connecting with a captionist using the 2400IBT.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797693	06/15/2017 02:23pm	N/A	KG	KG	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797694	06/15/2017 02:30pm	N/A	MKC	MKC	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 800i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
797702	06/15/2017 02:27pm	N/A	CR	CR	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797710	06/15/2017 02:40pm	N/A	ES	ES	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 2400i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797712	06/15/2017 02:29pm	N/A	CT	CT	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 840i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797726	06/15/2017 03:02pm	N/A	PZ	PZ	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 800i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797750	06/15/2017 03:25pm	N/A	BMc	BMc	Customer's wife reported experiencing difficulties connecting with a captionist when using the CapTel 2400i.	06/16/2017 10:00am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	
797976	06/16/2017 10:00am	N/A	BMc	BMc	Customer reported experiencing difficulties connecting with a captionist when using the CapTel 2400iBT.	06/16/2017 10:10am	CSR apologized and advised that their reported experience on June 15th would be investigated further. Investigation with ACD support engineers identified a technical issue with two ACD servers that resulted in some available CAs not being able to log in resulting in queued calls. Not all CAs were affected and they continued to process calls without incidence. A change was applied and no further occurrence of this issue is expected.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
799353	06/20/2017 02:50pm	11043	BM	BM	Customer reported inaccurate captions on a specific call using the CapTel 840i.	06/21/2017 05:23pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with the customer by phone to report action taken and offer further follow up on any future calls.	Service	
799607	06/21/2017 12:35pm	11054	TJ	TJ	Customer reported a specific call where the captions were behind three minutes.	06/28/2017 10:18am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with customer to thank the customer for reporting the call and that the specific CA will be monitored and provided further coaching.	Service	
800385	06/23/2017 12:01pm	10610	JAA	JAA	Customer reported delayed captions behind the spoken words on the CapTel 2400IBT.	07/06/2017 11:03am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching tips, and will provide additional oversight over several shifts to ensure expectations are being met.	Service	
800386	06/23/2017 12:01pm	10610	JAA	JAA	Customer reported inaccurate captions on the CapTel 2400IBT.	07/06/2017 11:03am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips, and will provide additional oversight over several shifts to ensure expectations are being met.	Service	
801123	06/26/2017 12:07pm	14117	CBe	CBe	Customer shared feedback regarding the captioning of 2 names of individuals inaccurately and provided specific call data.	07/06/2017 01:23pm	CSR apologized for the incident and call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The Call Center was unable to meet with the CA due to their being away from work an extended period of time. The CA's supervisor will follow up should the CA return to work.	Service	
801608	06/27/2017 02:19pm	6390	CBe	CBe	Customer's assistant reported a delay in captions behind the spoken word.	06/27/2017 06:04pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
804690	07/07/2017 08:40pm	12116	RN	RN	Customer reported inaccuracies in the captions on the CapTel 2400IBT.	07/18/2017 11:26am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
804458	07/07/2017 12:11pm	N/A	RH	RH	Customer reported "several days ago" seeing "Waiting for CapTel Operator" on the display screen of the CapTel 2400IBT during a call.	07/20/2017 10:19am	CSR confirmed that the customer has since had captions with no further incident. Investigation by the CSR did not identify a cause for this experience. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the CAPTIONS button off and then back on in order to establish a new connection with a CA at the Call Center. CSR confirmed that the customer is now receiving captions successfully.	Service	
804742	07/08/2017 09:25am	10685	PZ	PZ	Customer reported a delay in captions behind the spoken words.	07/18/2017 12:08pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone, reporting action taken and offered further follow-up assistance, if desired.	Service	
812624	07/09/2017 12:44pm	12116	RN	RN	Customer's daughter reported a delay between the spoken word and when the captions appeared on the CapTel 840i.	08/07/2017 03:42pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
812627	07/09/2017 12:44pm	6332	RN	RN	Customer's daughter reported a delay between the spoken word and when the captions appeared on the CapTel 840i.	08/05/2017 02:40pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching to optimize the CA's captioning performance specific to minimizing delays.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
805279	07/10/2017 12:01pm	N/A	JAA	JAA	Customer reported seeing "Waiting for CapTel Operator" during a Spanish captioned call on the CapTel 840i.	07/10/2017 12:33pm	CSR confirmed that the message appeared and remained on the CapTel's display as the call began. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. CSR confirmed that the customer is now receiving captions successfully and reported information to the development team for further review. A technical cause could not be identified.	Service	
806020	07/11/2017 02:48pm	N/A	TS	TS	Customer shared general feedback regarding sometimes seeing inaccurate words in captions using the CapTel 840i, but shared no specifics.	08/02/2017 10:57am	CSR replied to the customer's email, and apologized for their experience. CSR encouraged the customer to document specifics so we can take follow up coaching and mentoring measures with the CA captioning their call. Customer thanked the CSR for their prompt follow up and noted next time this occurs they would document and share, and expressed appreciation for our concern. On 7/25/17, CSR called and sent an email inquiry and received no further follow up from the customer indicating the customer had no further concern to report at this time. CSR offered ongoing assistance as needed.	Service	
808961	07/20/2017 08:29pm	4248	SO	SO	Customer's assistant shared feedback regarding accuracy of captions and provided specific call data.	07/25/2017 08:15am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with the customer and shared the action taken by the call center. CSR also noted that the captionist documented a trouble ticket on the call noting static and distortion interference.	Service	
809294	07/21/2017 05:59pm	12079	CR	CR	Customer reported a captioning error during a specific call on the CapTel 840i.	08/03/2017 02:50pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided coaching tips and further call monitoring to optimize captioning quality performance. CSR then sent a letter reporting action taken and offered further follow up on any future calls.	Service	
812091	07/31/2017 12:22pm	6160	MK	MK	Customer reported a delay in captions on the CapTel 2400iBT.	08/02/2017 04:43pm	CSR apologized, thanked the customer for bringing their experience to our attention and gathered details about the call with caption delay. CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased CA call monitoring to optimize the CA's captioning performance. CSR followed up with the customer by phone to report the action taken and offered further assistance as needed.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
812527	08/01/2017 03:25pm	12158	SO	SO	Customer reported a delay in captions behind the spoken word.	08/02/2017 03:00pm	CSR investigated and identified a call with lag time behind the norm of 3-5 seconds. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor coached the CA to optimize the CA's captioning performance specific to timely captioning.	Service	
813546	08/04/2017 11:09am		CF	CF	Customer reported inaccurate captions during calls, but had no specific calls to reference.	08/11/2017 10:15am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR explained that captions are produced by a live captioning assistant who uses a combination of voice recognition technology and supplemental typing to produce captions for the customer. After CSR's attempt to follow up with the customer was unsuccessful, CSR sent customer a letter reiterating the advice given and offering further assistance upon request.	Service	
814268	08/07/2017 10:25am	12227	BJB	BJB	Customer reported a delay in the captions on the CapTel 2400i.	08/22/2017 03:07pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
814296	08/07/2017 11:44am	N/A	JAA	JAA	Customer's husband reported seeing "Waiting for CapTel Operator" during a call on the CapTel 840i.	08/07/2017 11:52am	CSR confirmed that the message appeared and remained on the CapTel's display as the call began. CSR apologized for the experience and advised that, if this situation reoccurs, they may turn the Captions button off and then back on in order to establish a new connection with a CA. CSR discussed the customer's Internet set-up to confirm this was not a contributing factor. CSR confirmed that the customer is now receiving captions successfully.	Service	
814470	08/07/2017 04:36pm	10575	CC	CC	Customer reported they saw a "foreign language" message on CapTel 840i when caller was speaking English.	08/15/2017 12:40pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
816618	08/15/2017 06:46am	11097	BMc	BMc	Customer reported delayed captions on a specific captioned call on the CapTel 2400iBT.	08/23/2017 03:30pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips specific to minimizing delay and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	



## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
817125	08/16/2017 12:27pm	N/A	KK	KK	Customer reported seeing inaccurate captions during a previous call on the CapTel 2400iBT.	08/29/2017 12:25pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR identified the call happened a few months ago and customer had no specifics we could send to the Call Center. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up further and sent the customer a letter reiterating previous advice given and offering further assistance upon request.	Service	
817312	08/16/2017 06:31pm	N/A	TS	TS	Customer reported seeing an inaccurate word captioned while using the CapTel 2400i.	08/22/2017 10:16am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Since the customer did not have call specifics to follow up on, CSR encouraged the customer to document specifics so we can take follow up coaching and mentoring measures with the CA captioning their call. Customer thanked the CSR for their prompt follow up and noted next time this occurs they would document and share, and expressed appreciation for our concern. On 8/22/17, CSR attempted to follow up with the customer but reached the answering machine. CSR left a detailed message asking the customer to provide specific call detail for any subsequent calls that contain unacceptable captions for further investigation.	Service	
818230	08/19/2017 05:53pm	N/A	ZH	ZH	Customer reported an incorrect word on the CapTel 2400iBT that caused confusion, but preferred not to share call specifics.	08/22/2017 12:42pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR noted that if the customer shares the date, time and CA# of any future calls we can take specific action with the CA captioning the call. CSR followed up with customer who stated she had no further calls or detail to report. Customer noted all has been fine since the one call she did not want to further divulge. CSR once again apologized for the experience.	Service	
818507	08/21/2017 10:10am	N/A	BMc	BMc	Customer reported a word captioned on the CapTel 2400iBT did not appear as it was spoken.	08/21/2017 10:21am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR further advised that she also can ask the speaker to repeat what they said, allowing the CA to hear it once again, and also advised that she can turn captions off and then on again to be connected to a new CA. The customer confirmed this resolved her experience.	Service	
818834	08/22/2017 08:27am	10183	EJ	EJ	Customer reported a specific error in captions on a recent call.	08/24/2017 05:26pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
819667	08/24/2017 12:32pm	11166	PL	PL	Customer reported experiencing a delay of captions behind the spoken words on a previous call.	09/03/2017 12:06pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After confirming that the customer understands how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting the action taken and offered additional assistance on request.	Service	
821801	08/31/2017 12:03pm	14060	PZ	PZ	Customer reported inaccurate captions on the CapTel 840i.	09/08/2017 10:07am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor, so that the CA's supervisor could increase monitoring frequency for the CA to ensure consistent quality performance.	Service	
822061	09/01/2017 09:24am	10608	RL	RL	Customer reported poor captioning on the CapTel 2400iBT.	09/07/2017 02:35pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
822636	09/03/2017 01:00pm	10518	KG	KG	Customer reported delayed captions during a call on the CapTel 2400iBT.	09/12/2017 06:02pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
822876	09/05/2017 10:44am	1032	MK	MK	Customer reported a delay between the spoken word and when the captions appeared on the CapTel 880i.	09/13/2017 03:25pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance especially during fast paced calls with multiple-speakers. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
823112	09/05/2017 05:49pm	N/A	PZ	PZ	Customer reported seeing "Waiting for CapTel Operator" while trying to caption his answering machine on the CapTel 840i.	09/28/2017 04:02pm	CSR apologized for the incident and thanked the customer for bringing his experience to our attention. CSR recommended that should this happen again, he may press the Captions button off and on again to get a new connection to the Captioning Service. CSR also was encouraged to confirm a stable internet connection based on detail shared. Later, CSR attempted to follow up to check in with the customer multiple times then sent a letter offering further assistance if needed.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
823659	09/07/2017 11:29am	10507	PZ	PZ	Customer reported a delay in captions behind the spoken words on the CapTel 2400i.	09/14/2017 09:26pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call detail to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance in regards to producing timely captions with minimal delay. CSR sent a follow-up letter, reporting action taken and offered further follow-up assistance, if desired.	Service	
824213	09/08/2017 07:34pm	N/A	TD	TD	Customer reported inaccurate captions on the CapTel 840i.	09/11/2017 07:45pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR explained how captions are produced with a live captionist, and what could impact captions such as poor audio on the call. Since the customer had no specific examples, the CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Further investigation by the CSR identified a trouble ticket documented by the CA on a call near the time of this report noting (speaker breaking up) (speaker unclear) incidences during the call.	Service	
825232	09/12/2017 03:05pm	10618	BJB	BJB	Customer reported the captions were inaccurate during a call using the CapTel 2400iBT.	09/19/2017 12:20pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure compliance with quality expectations.	Service	
826146	09/14/2017 01:30pm	N/A	PZ	PZ	The customer reported inaccuracies in her captions on a call with her sister.	09/19/2017 02:45pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer shared an example of a phrase stated in error, but refrained from sharing specifics to allow us to follow up with Call Center personnel to allow for further coaching and mentoring of the CA on the call. CSR noted that if the customer wishes to provide the phone number, date, time of any future calls we can take specific action with the CA captioning the call. Upon follow up, CSR confirmed that the customer has not had any issues with accuracy since and desired no further action be taken.	Service	
827915	09/20/2017 11:14am	N/A	ELS	ELS	Customer reported inaccurate captions during a call on the CapTel 840i.	09/20/2017 06:21pm	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer was unable to provide specific call details to investigate further. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Customer agreed to follow-up with Customer Service if further assistance is required.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
828971	09/23/2017 11:58am	12145	RN	RN	Customer reported delayed captions behind the spoken words on the CapTel 880i.	10/02/2017 10:27am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
831153	09/29/2017 04:45pm	N/A	OL	OL	Customer shared general feedback on inaccurate captions on the CapTel 880i, but had no specific examples.	10/04/2017 11:45am	CSR sent a letter to the customer apologizing for their experience. CSR suggested in this letter that the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up by phone and the customer stated they had no calls or specific examples to report. CSR offered ongoing support or follow up by us, if needed.	Service	
831214	09/30/2017 09:40am	N/A	RL	RL	Customer reported accuracy issues with the captions.	10/06/2017 04:34pm	CSR emailed the customer, apologizing for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up with the customer and the customer confirmed that they would document future calls as previously instructed.	Service	
832387	10/03/2017 06:43pm	10689	RH	RH	Customer reported frequently delayed captions on the CapTel 840i.	10/23/2017 11:58am	CSR investigated and identified calls with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
833516	10/06/2017 10:44pm	6635	PY	PY	Customer reported that there were captions that were slow and inaccurate on the CapTel 840i.	10/09/2017 09:01am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
835444	10/12/2017 04:43pm	N/A	ES	ES	Customer reported inaccurate captions on the CapTel 840i.	10/24/2017 11:35am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. Customer was unable to provide call detail to allow for further investigation at this time. CSR sent the customer a letter suggesting the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
835777	10/13/2017 03:50pm	N/A	BMc	BMc	Customer shared feedback on the slight inaccuracies in captions on the CapTel 2400iBT by mail.	10/17/2017 10:47am	CSR followed up with the customer and apologized for the experience they have had. CSR discussed the captioning process and suggested the customer share the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up and discussed the customer's experience and provided tips to make calls go more smoothly. CSR also advised that the customer can turn the captions off and then on again during a call to be connected to a new CA. Customer thanked the CSR for the follow up contacts and said they did not wish further action be taken.	Service	
837605	10/19/2017 11:32am	10523	CC	CC	Customer's wife reported a delay in the captions on the CapTel 840i on a specific call.	10/31/2017 10:07am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.	Service	
838006	10/20/2017 11:00am	11048	ES	ES	Customer reported a specific call where he experienced a significant delay with the captions on the CapTel 2400iBT.	11/01/2017 11:29pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the calls with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased oversight to ensure compliance with captioning standards. CSR sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.	Service	
838122	10/20/2017 02:32pm	N/A	PZ	PZ	The customer's daughter reported inaccurate captions on the CapTel 840i.	10/24/2017 10:56am	CSR apologized for the incident and thanked the customer for bringing her experience to our attention. CSR suggested that the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR has confirmed that the customer has not experienced any inaccurate captions since.	Service	
838314	10/21/2017 10:04am	1190	PZ	PZ	The customer reported a delay in captions behind the spoken words on the CapTel 840i.	10/25/2017 01:42pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up letter that reported action taken and offered further follow up on any future calls.	Service	
839840	10/26/2017 08:38am	14096	CC	CC	Customer reported receiving inaccurate captions on the CapTel 2400iBT.	11/03/2017 10:00am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
840614	10/28/2017 10:55am	12020	PZ	PZ	The customer reported a delay in captions behind the spoken word.	11/07/2017 10:49am	CSR apologized for the experience and thanked the customer for their feedback. CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. so that the CA's supervisor would increase monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up letter reporting action taken and offering further follow up on any future calls.	Service	
841147	10/30/2017 10:08am	N/A	BM	BM	Customer shared general feedback on inaccurate captions on the CapTel 840i, but had no specific examples.	11/06/2017 04:26pm	CSR attempted to follow up with the customer to provide further assistance but was unsuccessful. CSR subsequently sent an email to the customer apologizing for the incident and thanked customer for bringing their experience to our attention. CSR suggested in this email that the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR offered ongoing support or follow up by us, if needed.	Service	
841457	10/31/2017 10:51am	4583	DF	DF	Customer reported that on a recent call to a voice mail where the recording was partly in English and Spanish, the CA disconnected the call so the customer was unable to leave a message.	11/03/2017 11:19am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR's investigation revealed that the call was disconnected due to foreign language being heard on the call. Call detail was shared with Call Center management for further follow up and review. Call Center management confirmed that the procedure is for the CA to send the "(beep)" for an answering machine or voicemail message that is partially (or even entirely) in non-English, as long as it is clear to the CA that it is an answering machine or voicemail message. The call to the answering machine or voice mail should be treated like any other answering machine or voice mail message and should not be disconnected by the Call Center supervisor due to foreign language. The Call Center management will follow up with all CA supervisors to ensure the correct procedure for this type of situation. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with the customer reporting action taken and offered further follow up on any future calls.	Service	
842694	11/03/2017 11:26am	10159	SKM	SKM	Customer reported incorrect captions at the beginning of a call on the CapTel 2400IBT.	11/09/2017 06:28pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
843673	11/06/2017 05:22am	1032	CF	CF	Customer's wife reported occasional inaccuracies in captions on a call.	11/06/2017 03:33pm	CSR investigated and found the CA documented a trouble ticket reporting audio cut in and out for the entire call, which affected ability to caption. CSR called the customer and left a message of the finding and encouraged a call back if further assistance is needed. No further follow up has been received from the customer.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
844151	11/07/2017 03:34pm	2495	BP	BP	Customer's daughter reported delayed captions during a specific call on the CapTel 840i.	11/21/2017 01:36pm	CSR apologized for their experience, and sent call detail to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
845922	11/13/2017 11:24am	C6082	SAB	SAB	Customer reported inaccurate captions on a call on an answering machine message.	11/21/2017 12:56pm	CSR sent call detail to the Call Center for follow up. The CA's Supervisor provided additional coaching to the CA in regards to accuracy and insertion of corrections order to ensure quality captions on answering machine messages. Additional monitoring was also set up for the CA.	Service	
848996	11/13/2017 02:39pm	10655	ES	ES	Customer reported a specific call where the captions experienced a delay of two or three minutes on the CapTel 2400iBT.	11/28/2017 03:29pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
846090	11/13/2017 02:39pm	N/A	ES	ES	Customer reported inaccurate captions on the CapTel 2400iBT, but had no examples.	11/21/2017 10:42am	CSR apologized and thanked customer for bringing their experience to our attention. As the customer did not have any specific call details to provide and a telephone technician had just arrived to service her line, CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Upon follow up, the customer stated that when errors appear there have been corrections in brackets.	Service	
848992	11/13/2017 02:39pm	12093	ES	ES	Customer reported a specific call where the captions were two minutes behind what the other party was saying on the CapTel 2400iBT.	12/04/2017 02:53pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
846867	11/15/2017 02:53pm	10594	DF	DF	Customer reported that on a recent call to a voice mail recording that was in Spanish, the CA disconnected the call too soon so the customer was unable to leave a message.	11/27/2017 01:52pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR's investigation revealed that the customer called into the English CapTel line and the CA typed "foreign language not available contact customer service 888-269-7477" and then disconnected the call. This procedure is appropriate for a caller who has called into English line. Call Center management confirmed that had the caller been using Spanish Service, the procedure is for the CA to send the "(beep)" notice for an answering machine or voicemail message that is partially, or entirely in non-English, if it is clear to the CA that it is an answering machine or voicemail message. When the CA sends the "(beep)" the customer can start leaving their voicemail message. Call Center management followed up with the CA supervisor to ensure the correct procedure for this type of situation is followed. The CA received increased oversight across several shifts to ensure compliance with captioning standards. CSR followed up with the customer reporting action taken.	Service	
847412	11/16/2017 08:10pm	10632	BH	BH	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400IBT.	11/27/2017 12:21pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA received coaching tips to maximize performance on future calls.	Service	
848001	11/19/2017 11:25am	10040	SAB	SAB	Customer reported a lag in captions behind the spoken words on the CapTel 2400i.	11/27/2017 02:40pm	CSR apologized for the occurrence and confirmed that the customer's captions are now appearing without significant delay. CSR also advised the customer on factors that can increase the normal delay of captions. CSR sent the information as reported by the customer to the call center for further review. The CA received increased oversight to ensure compliance with captioning standards.	Service	
848645	11/20/2017 08:16am	1288	KK	KK	Customer reported seeing inaccurate captions during a previous call on the CapTel 2400IBT.	11/28/2017 11:10am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA was no longer employed at the Call Center at this time, so no further action was possible. CSR sent the customer a letter explaining our findings. CSR recommended documenting the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call, when possible.	Service	



## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
848732	11/21/2017 02:16pm	11125	KMK	KMK	Customer shared feedback regarding accuracy of captions and provided specific call data.	11/27/2017 12:19pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA was provided coaching techniques and received increased oversight across several shifts to ensure compliance with captioning standards.	Service	
850184	11/27/2017 06:38pm	11041	CR	CR	Customer reported an instance of inaccurate captions on the CapTel 840i.	12/04/2017 03:45pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided coaching tips for the CA to ensure consistent quality performance.	Service	
851541	11/30/2017 05:03pm	10701	PZ	PZ	The customer reported a delay in captions behind the spoken word.	12/05/2017 05:16pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA and provided coaching tips to optimize the CA's captioning performance to minimize delay. CSR sent a follow-up letter, reporting action taken and offered further follow-up assistance, if desired.	Service	
851673	12/01/2017 03:15pm	N/A	CF	CF	Customer shared general feedback on inaccurate captions on the CapTel 840i, but had no specific examples.	01/04/2018 11:05am	CSR sent a letter to the customer apologizing for their experience. CSR suggested in this letter that the customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR followed up by phone and the customer stated they had no calls or specific examples to report and that the captions have been satisfactory. CSR offered ongoing support or follow up by us, if needed.	Service	
851934	12/02/2017 03:18pm	14010	CS	CS	Customer reported seeing inaccurate captions on a message left on the CapTel 2400i answering machine.	12/05/2017 04:46pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided coaching tips for the CA to ensure consistent quality performance. CSR also advised the customer, they may press captions off and on again at any time to connect with a new CA.	Service	
852311	12/04/2017 11:11am	6224	KG	KG	Customer reported inaccurate captions where the customer's name was not spelled correctly during a call on the CapTel 840i.	12/07/2017 11:37am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
852580	12/04/2017 09:38pm	1988	SO	SO	Customer reported captions stopped during a call shortly after a change over of CAs.	12/12/2017 03:30pm	CSR apologized for incidence and thanked the customer for reporting their experience. CSR suggested that should the problem ever reoccur, customer may press the captions button off and then on again to begin a new captioning session. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. Investigation identified that the call had substantive audio difficulty with static after some captionable audio. The CA's supervisor provided coaching on the importance of documenting trouble tickets for any sustained loss of audio and calling a Supervisor for assistance. CA to receive increased monitoring for quality assurance.	Service	
853323	12/06/2017 02:25pm	10653	EJ	EJ	Customer reported captions were behind the spoken word on the CapTel 2400IBT.	12/13/2017 12:18pm	CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow up on any future calls.	Service	
853670	12/07/2017 12:45pm	N/A	TK	TK	Customer reported inaccurate captions during calls on the CapTel 840i.	12/28/2017 09:30am	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. Due to the customer's schedule, CSR followed up with the customer on 12/7/17, 12/12/17, and 12/15/17 to further obtain specific information for the inaccuracies that were reported but the customer was not available. CSR sent the customer a detailed email and letter asking the customer to provide specific call detail for any subsequent calls that contain unacceptable captions for further investigation.	Service	
854226	12/08/2017 03:43pm	4179	TD	TD	Customer reported inaccurate captions during a call on the CapTel 840i.	12/12/2017 02:42pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. CA supervisor provided coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
855718	12/13/2017 03:47pm	12065	PZ	PZ	The customer reported inaccurate captions on the CapTel 840i.	01/02/2018 01:47pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency and provided the CA coaching strategies to ensure consistent quality performance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
856251	12/15/2017 11:22am	N/A	CBe	CBe	Customer reported inaccurate captions during calls.	12/28/2017 01:55pm	CSR apologized and thanked the customer for bringing their experience to our attention. During the initial contact, CSR attempted to gather details about any specific calls with captions inaccuracies but the customer was unable to provide further information. After repeated failed attempts to reach the customer to gather details, CSR mailed them a letter recommending the customer take note of the date, time, and CA# of any future calls where captions inaccuracies are experienced so that we may take specific action with the CA captioning the call.	Service	
857579	12/20/2017 10:55am	6298	PL	PL	Customer reported the website he was being referred to was not captioned during a specific call.	12/27/2017 04:10pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA and provided coaching with regard to use of the pause pedal and captioning all audio that is heard to ensure consistent quality performance. CSR followed up with the customer to report the action taken and to offer additional assistance on request.	Service	
858798	12/26/2017 11:09am	6790	ES	ES	Customer reported a specific call where the captions were inaccurate on the CapTel 840i.	12/28/2017 12:26pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
859142	12/27/2017 10:47am	1718	CT	CT	Customer inquired about delay of captions behind the spoken words when using the CapTel 840i.	01/05/2018 12:18pm	CSR explained how captions are produced and that it is normal to experience a 3-5 second delay between when the other party speaks and when captions appear on the CapTel display screen. CSR subsequently investigated and identified a call with lag time behind the norm. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching tips to optimize the CA's captioning performance.	Service	
859365	12/27/2017 03:30pm	6180	ST	ST	Customer reported experiencing a significant delay of captions behind the spoken words on a recent call.	01/02/2018 10:04am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff at the Call Center for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer to let them know action taken on their behalf.	Service	
859735	12/28/2017 02:58pm	C3066	GT	GT	Customer reported inaccurate captions on the CapTel 840i.	01/02/2018 04:45pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
859913	12/29/2017 11:30am	2481	PZ	PZ	The customer reported inaccurate captions on the CapTel 840i.	01/08/2018 02:29pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance.	Service	
860482	01/02/2018 07:43am	6615	CC	CC	Customer reported inaccurate captions during calls.	01/08/2018 03:55pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor providing coaching tips and increased monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with the customer to let them know what action was taken on their behalf.	Service	
861740	01/05/2018 07:21am	N/A	CT	CT	Customer reported seeing "misspelling" in captions on the CapTel 2400iBT but had no examples or call specifics.	01/05/2018 07:49am	CSR apologized for the customer's experience and attempted to gather specific detail that would allow us to follow up. CSR suggested customer document the date, time and CA# of any future calls to allow us to take specific action with the CA captioning the call. CSR confirmed that the customer desired no further follow-up on the matter, and noted they now know what specifics to gather in the future.	Service	
862888	01/08/2018 07:00pm	1698	TS	TS	Customer reported receiving inaccurate captions on a previous call to the CapTel 2400iBT.	01/11/2018 10:35am	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring frequency for the CA to ensure consistent quality performance. CSR sent the customer an e-mail sharing the findings from the call center and giving information to help the customer understand what voice recognition errors look like.	Service	
863590	01/10/2018 02:53pm	12125	TK	TK	Customer shared feedback regarding accuracy of captions and provided specific call data.	01/18/2018 05:30pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching tips and further training to the CA to help further consistent quality performance. CSR followed up with the customer to let him know action taken.	Service	
863999	01/10/2018 02:53pm	12218	TK	TK	Customer reported inaccurate captions during a call on the CapTel 2400iBT.	01/18/2018 05:33pm	CSR apologized for the incident and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor. The CA's supervisor provided coaching and increased monitoring frequency for the CA to ensure consistent quality performance. CSR followed up with customer and shared action taken on their behalf.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
863823	01/11/2018 11:23am	N/A	CR	CR	Customer's daughter reported inaccurate captions when using the CapTel 840i, but had no specific examples or call detail.	01/31/2018 04:08pm	CSR apologized and thanked the customer's daughter for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer's daughter was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended they take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR offered further assistance as needed. CSR followed up and customer's daughter noted she had no specifics and all is well. CSR offered further assistance as needed.	Service	
864270	01/12/2018 11:20am	N/A	MMo	MMo	Customer shared general feedback on captioning accuracy on the CapTel 2400IBT.	01/16/2018 12:18pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR attempted follow-up with customer and confirmed that no further accuracy concerns were being reported. CSR offered ongoing assistance.	Service	
865397	01/16/2018 12:05pm	10014	EG	EG	Customer reported that captions were not accurate on a specific call on the CapTel 2400IBT.	01/30/2018 10:14am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up to let the customer know what action was taken on her behalf.	Service	
866173	01/18/2018 11:11am	10023	ZH	ZH	Customer reported captions are delayed behind the spoken word on a conference call on the CapTel 840i.	01/23/2018 09:55am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
866391	01/18/2018 04:53pm	4206	ES	ES	Customer reported a specific call where the captions were delayed behind the spoken words on the CapTel 2400i.	01/30/2018 03:47pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up and shared action taken on the customer's behalf.	Service	
866671	01/19/2018 01:46pm	N/A	SKM	SKM	Customer reported inaccurate captions during calls.	02/05/2018 12:30pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Customer later called back stating he could not find a specific example, and all has been working well in the meantime.	Service	
867341	01/22/2018 11:46am	14018	BP	BP	Customer's wife reported delayed captions on the CapTel 2400iBT.	02/05/2018 03:12pm	CSR apologized, thanked the customer's wife for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer's wife would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's wife and shared what action was taken, and offered ongoing assistance.	Service	
867878	01/23/2018 04:05pm	11134	TJ	TJ	Customer reported a call where the captions did not make sense and seemed to be incomplete.	02/06/2018 11:36am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. CA's supervisor provided coaching and increased mentoring to ensure quality captioning performance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
869058	01/26/2018 03:14pm	N/A	PL	PL	Customer shared that he sometimes receives inaccurate captions on calls on the CapTel 840i, but had no specifics.	02/02/2018 01:11pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR made several separate attempts to follow-up with the customer, but could not reach him. CSR subsequently sent the customer a letter offering additional assistance on request and iterating information on how captions are produced as well as how to report any call that experienced caption inaccuracies.	Service	
869704	01/29/2018 01:47pm	N/A	BM	BM	Customer reported being unable to connect with captions using the CapTel 840i.	01/30/2018 03:15pm	CSR's investigation revealed that the customer's call connected with a CA, but the customer did not receive captions due to the CA not receiving audio on this call. Information and call detail was forwarded to the development team for improvement and the customer was advised that should this occur in the future they can press the captions button twice to reconnect the call with captions. CSR later confirmed that the customer is successfully connecting with captions.	Service	
870082	01/30/2018 12:45pm	N/A	KG	KG	Customer reported captions appeared inaccurately during a conversation on the CapTel 2400iBT, but had no specific example or call detail.	02/01/2018 04:45pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer erased the information needed for further assistance. Customer was also unable to recall any details about the call in question. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR followed up and customer reported captions have been working fine and had no further update. Customer thanked the CSR for their follow up.	Service	
871026	02/01/2018 04:53pm	1129	PZ	PZ	The customer reported 2 inaccurate words on the CapTel 840i and shared specific call detail	02/05/2018 05:58pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA and discussed strategies to optimize captions. CSR followed up with the customer by phone and offered further follow-up assistance, if desired.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
871217	02/02/2018 11:26am	N/A	MMo	MMo	Customer reported experiencing inaccurate captions when using the CapTel 2400i.	02/19/2018 02:05pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR followed up with the customer who reported captions have been working fine, and stated they had no further calls or detail to provide.	Service	
871966	02/05/2018 10:55am	12125	BJB	BJB	Customer reported that the captions on the screen of the CapTel 840i were not showing the correct business name.	02/15/2018 01:47pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Investigation by the supervisory staff confirmed that the CA misunderstood the caller. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
872183	02/06/2018 09:09am	14054	CT	CT	Customer reported the captions are not always correct on the CapTel 2400iBT.	02/15/2018 01:30pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate call center supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
872702	02/07/2018 01:26pm	N/A	SKM	SKM	Customer reported inaccurate captions on the CapTel 880i but had no specifics to share.	02/14/2018 05:15pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide any further information or examples. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR later followed up and customer reported the captions have been better since their last contact and they had no further calls to report.	Service	
872774	02/07/2018 04:40pm	11172	DG	DG	Customer reported significant delay in captions behind the spoken words while speaking with her sister on the CapTel 840i.	03/03/2018 07:25pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching tips to optimize the CA's captioning performance with minimal delay. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	



## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
872811	02/07/2018 05:06pm	10003	CF	CF	Customer reported a delay in captions behind the spoken words and shared call detail.	02/15/2018 01:48pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to ensure compliance with captioning standards.	Service	
872975	02/08/2018 10:57am	4345	SAB	SAB	Customer reported a delay in captions behind the spoken words on the CapTel 840i.	02/08/2018 03:35pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor confirmed the CA experienced difficulty due to multiple speakers during the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
873175	02/08/2018 04:11pm	2523	JC	JC	Customer reported seeing an inappropriate word appear in captions while the 2 individuals on the call spoke Japanese briefly when using the CapTel 840i.	02/20/2018 03:30pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the experience. CSR sent call detail to call center management for further follow-up with the CA who captioned the call. The CA's supervisor increased monitoring and shared coaching tips to optimize the CA's captioning performance. The supervisor emphasized the importance of verbatim captioning. CSR sent a follow-up letter reporting action taken and offered further follow-up assistance, if desired.	Service	
873229	02/08/2018 05:00pm	12083	SB	SB	Customer reported seeing errors in the captions that made it difficult to understand the captioned conversation.	03/09/2018 01:43pm	CSR initially sent a letter response as requested by the customer, then later made follow up calls to connect with the customer. CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching tips and increased oversight across multiple shifts to ensure compliance with quality standards. CSR followed up with the customer by phone to report action taken and offered further follow-up assistance, if desired.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
873305	02/09/2018 10:15am	1875	PZ	PZ	The customer reported a delay in captions behind the spoken words.	02/14/2018 01:39pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone, reporting action taken and offered further follow-up assistance, if desired.	Service	
873429	02/09/2018 12:59pm	6741	RN	RN	Customer reported that captions print behind the speaking party on the CapTel 2400iBT.	02/15/2018 07:37pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
874782	02/13/2018 02:53am	N/A	PZ	PZ	The customer shared general feedback regarding captions on the CapTel 2400iBT, but shared no specifics.	02/19/2018 10:43am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR coached the customer on how to check call history for the time, date or example of any inaccuracies. The customer reported on a subsequent follow up that they had no call details to report and confirmed no further follow up is desired.	Service	
875032	02/14/2018 11:11pm	3245	HL	HL	Customer reported that the captions on a specific call were incorrect on the CapTel 840i.	03/07/2018 09:24am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Supervisory staff subsequently advised that they met with the CA and they confirmed that they were experiencing difficulties with the voice recognition software at their workstation during the call in question. The CA noted inserting corrections. Supervisory staff noted that they would provide coaching to facilitate the CA's ability to caption promptly and accurately during future calls. CSR followed up with the customer and shared our findings.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
875096	02/15/2018 09:40am	12088	EJ	EJ	Customer's daughter reported inaccurate captions during a call on the CapTel 2400i.	02/26/2018 09:34am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching tips to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
875279	02/15/2018 02:57pm	N/A	BM	BM	Customer reported seeing spelling errors in the captions on the CapTel 2400iBT.	02/27/2018 10:55am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR followed up with customer after several days, but customer still had no further information to provide regarding any specific calls with inaccuracies.	Service	
875485	02/16/2018 11:03am	6938	DD	DD	Customer reported experiencing inaccurate captions when using the CapTel 2400i.	02/16/2018 01:33pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
876352	02/19/2018 04:54pm	6553	GT	GT	Customer reported inaccurate captions on the CapTel 840i.	02/21/2018 06:54pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies and sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
877792	02/23/2018 03:06pm	6126	RN	RN	Customer reported delayed captions behind the spoken words on the CapTel 2400iBT.	02/23/2018 07:04pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
878421	02/26/2018 02:00pm	1301	EG	EG	Customer's assistant reported missed captions on a specific call on the CapTel 840i.	03/07/2018 08:27am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Investigation by the call center found the call only lasted five seconds with only customer welcome with CA number and then customer hang up. The call center reported they will continue to monitor the specific CA and provide further coaching.	Service	
879282	02/28/2018 04:43pm	2643	MMo	MMo	Customer's husband reported a word error in the captions on a specific call on the CapTel 2400iBT.	03/08/2018 10:14am	CSR apologized and thanked the customer's husband for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR advised customer's husband accordingly and offered ongoing assistance.	Service	
879853	03/02/2018 10:51am	11160	BM	BM	Customer reported seeing delayed captions on a specific call on the CapTel 2400iBT.	03/14/2018 11:08am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR then followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
881839	03/08/2018 02:53pm	N/A	RN	RN	Customer reported delayed captions on the CapTel 800i.	03/16/2018 02:27pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
882543	03/11/2018 07:52am	10530	KK	KK	Customer reported delayed captions behind the spoken words on the CapTel 2400IBT.	03/26/2018 12:38pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR later followed up with the customer by phone reporting action taken and offered further follow-up assistance.	Service	
887055	03/24/2018 10:54am	2440	EJ	EJ	Customer's husband reported inaccurate and delayed captions on a call on the CapTel 840i.	03/28/2018 09:08pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA and provided coaching strategies to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
887637	03/26/2018 03:17pm	10706	KK	KK	Customer reported delayed captions behind the spoken words on the CapTel 840i.	04/05/2018 03:26pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided increased monitoring and coaching tips to optimize the CA's performance specific to timely captioning.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
887699	03/26/2018 05:26pm	3265	CR	CR	Customer reported an instance of inaccurate captions on the CapTel 840i.	04/05/2018 07:01pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
888209	03/28/2018 11:02am	1411	BP	BP	Customer reported inaccurate captions on a call into a meeting on the CapTel 840i.	04/03/2018 11:56am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor met with the CA and providing coaching tips to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
889784	04/02/2018 04:40pm	N/A			Customer sent an email reporting inaccurate caption examples during 2 conversations on the CapTel 840i.	04/10/2018 03:37pm	Customer shared examples, but noted they had no call specifics for us to follow up on. CSR attempted to contact the customer both via email and by telephone to acquire specifics to report to Call Center personnel. As CSR's repeated attempts to follow-up with the customer were unsuccessful, a letter was sent asking the customer to share the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR apologized for their experience and hoped to be able to take specific action on their behalf for any future experiences.	Service	
890411	04/04/2018 10:58am	N/A	MMo	MMo	Customer reported that the captions do not always match what is being said.	04/10/2018 03:15pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information other than the wrong words were often like sounding words that were usually corrected by the CA. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Upon follow-up, customer stated their captions had been accurate and that he did not require any further assistance.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
890466	04/04/2018 12:08pm	10508	CBe	CBe	Customer's husband reported experiencing inaccurate captions when using the CapTel 2400lbt.	04/11/2018 09:15am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. Supervisory staff later confirmed that the CA experienced difficulty keeping up with the pace of the caller's audio. The CA's supervisor subsequently increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
891087	04/05/2018 06:00pm	1453	AB	AB	Customer reported inaccurate captions on the CapTel 840i.	04/10/2018 03:27pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
891324	04/06/2018 01:39pm	N/A	MMo	MMo	Customer reported the captions provided were not always accurate.	04/11/2018 11:57am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide specific detail. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. CSR offered ongoing assistance via a follow-up telephone voice mail message.	Service	
891950	04/09/2018 10:23am	11021	ES	ES	Customer reported experiencing "Incomprehensible" captions on the CapTel 880i.	04/17/2018 12:20pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
893563	04/13/2018 11:39am	10003	BP	BP	Customer reported delayed captions on the CapTel 840i.	04/26/2018 04:00pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching strategies to optimize the CA's captioning performance and minimize delay of captions.	Service	
893639	04/13/2018 01:39pm	N/A	CF	CF	Customer reported inaccurate captions on the CapTel 840i.	05/02/2018 04:56pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. After explaining how captions are produced and advising on what factors may contribute to inaccurate captions, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call. Upon subsequent follow up on 2 different dates, the customer had no further details to share.	Service	
893722	04/13/2018 02:03pm	N/A	RN	RN	Customer sent an email sharing generalized feedback regarding inaccurate and delayed captions on the CapTel 2400iBT.	05/07/2018 05:21pm	Since CSR's repeated attempts to follow-up with the customer by return email were unsuccessful, a letter was sent explaining how captions are produced and advising on what factors may contribute to inaccurate captions and delay. CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced or delay is encountered so that we may take specific action with the CA captioning the call. As of 5/7/18 no further follow up communications has been received from the customer.	Service	
894320	04/16/2018 12:05pm	N/A	TJ	TJ	Via U.S. Mail, customer reported sometimes seeing inaccurate captions.	05/02/2018 08:10am	CSR called to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. CSR gave the customer tips on how to review call history and particular conversations to identify examples. Customer stated they would call back, but upon not doing so CSR sent a letter noting how we could take specific follow up with details provided.	Service	
900284	04/16/2018 12:10pm	10629	TJ	TJ	Customer reported delayed captions on the CapTel 840i.	05/08/2018 07:52am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR investigated and identified a call with lag time behind the norm. Call detail was sent to the Call Center for follow up with the CA by the CA's supervisor. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow up email reporting action taken and offered further follow up on any future calls.	Service	



## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
894640	04/17/2018 09:13am	10669	PZ	PZ	The customer's husband reported a delay in captions behind the spoken word.	04/26/2018 04:43pm	CSR apologized, thanked the customer's husband for bringing their experience to our attention, and gathered details about the call with caption delay. CSR confirmed that the customer's husband would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer's husband by phone, reporting action taken and offered further follow-up assistance, if desired.	Service	
895010	04/18/2018 08:18am	11138	TK	TK	Customer reported inaccurate captions during calls on the CapTel 840i.	05/07/2018 10:46am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching and increased monitoring to optimize the CA's captioning performance.	Service	
896724	04/23/2018 04:28pm	10632	CE	CE	Customer's assistant reported inaccurate captions on the CapTel 840i.	05/08/2018 03:43pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.	Service	
898552	04/30/2018 08:09am	11138	BMc	BMc	Customer reported inaccurate captions of street names on the CapTel 2400IBT.	05/07/2018 11:04am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR also identified several trouble tickets on calls that documented static and audio difficulties which the customer confirmed they also hear. Customer stated they did not want any further follow up at this time.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
898660	04/30/2018 12:10pm	N/A	TK	TK	Customer reported inaccurate captions during calls on the CapTel 2400IBT.	05/06/2018 01:55pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide further information. CSR made multiple attempts to follow up with customer. CSR later sent a letter to customer explaining how captions are produced and advising on what factors may contribute to inaccurate captions. CSR also recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action with the CA captioning the call.	Service	
898840	04/30/2018 04:13pm	12190	TD	TD	Customer reported experiencing inaccurate captions when using the CapTel 2400IBT.	05/07/2018 05:22pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. Customer asked that no further follow up be taken.	Service	
899219	05/01/2018 03:23pm	10154	PZ	PZ	Customer reported experiencing delay of captions behind the spoken words when using the CapTel 2400IBT.	05/16/2018 10:56am	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR offered to follow up with the customer, but the customer confirmed that no further assistance was necessary at this time and she agreed to contact CapTel Customer Service again if assistance is needed.	Service	
900782	05/07/2018 10:48am	11191	ST	ST	Customer reported experiencing significant captioning delay on a call on their CapTel 840I.	05/17/2018 02:51pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
900846	05/07/2018 10:48am	11177	CC	CC	Customer reported experiencing significant captioning delays behind the spoken words on a call on their CapTel 840i.	05/17/2018 02:51pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up email reporting action taken and offered further follow-up assistance, if desired.	Service	
900983	05/07/2018 03:55pm	10196	GT	GT	Customer reported inaccurate captions on the CapTel 840i.	05/16/2018 04:59pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone reporting action taken and offered further follow-up assistance, if desired.	Service	
902385	05/11/2018 12:29pm	N/A	PZ	PZ	New customer shared general feedback regarding captions on the CapTel 840i noting random words or missing words.	05/23/2018 01:50pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details, but the customer was unable to provide any examples or specific calls to investigate. After explaining how captions are produced and advising on what factors may contribute this experience, CSR recommended the customer take note of the date, time, and CA# of any future calls where caption difficulties are experienced so that we may investigate. Upon follow up, the customer confirmed that she had no further captioning issues to report at this time.	Service	
902410	05/11/2018 12:39pm	N/A	PL	PL	Customer reported receiving inaccurate captions on the CapTel 880i.	05/16/2018 10:46am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR attempted to gather details about any specific calls with caption inaccuracies but the customer was unable to provide any specifics. CSR recommended the customer take note of the date, time, and CA# of any future calls where caption inaccuracies are experienced so that we may take specific action working with the CA captioning the call. On a follow-up call, the customer confirmed the difficulty had not occurred on any subsequent calls. The customer requested no further assistance at this time.	Service	
902490	05/11/2018 02:58pm	14120	PZ	PZ	The customer reported inaccurate captions on the CapTel 840i.	05/31/2018 10:53am	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor provided coaching to optimize the CA's captioning performance. As the customer had stated that no further follow up was necessary, CSR offered further assistance upon request.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
905847	05/22/2018 04:21pm	11046	KK	KK	Customer reported delayed captions behind the spoken words on the CapTel 840i.	05/29/2018 04:51pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR sent a follow-up letter to the customer reporting action taken and offered further follow-up assistance, if desired.	Service	
905974	05/23/2018 09:23am	N/A	PZ	PZ	The customer wrote and shared general feedback regarding inaccurate captions on the CapTel phone.	05/31/2018 09:24am	After CSR attempted multiple follow ups by phone, CSR sent the customer a letter, thanking the customer for bringing her experience to our attention. CSR recommended that the customer take note of any inaccurate captions as well as the date, time, phone number and CA# of any future calls so that we may take specific action with the CA captioning the call. CSR advised the customer to contact CapTel Customer Service with this information for further investigation.	Service	
907523	05/29/2018 01:14pm	11091	TF	TF	Customer's assistant reported a delay in captions during a call on the CapTel 880i.	06/05/2018 03:02pm	CSR apologized, thanked the customer for bringing their experience to our attention, and gathered details about the call with caption delay. After explaining how captions are produced and advising on what factors may contribute to caption delay, CSR confirmed that the customer would like the information provided regarding the call in question to be sent to captioning service staff for further follow-up. CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance.	Service	
908533	05/31/2018 04:23pm	4048	OL	OL	Customer reported inaccurate captions during a recent call.	06/05/2018 12:57pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies. After explaining how captions are produced and advising on what factors may contribute to caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor increased monitoring and coaching to optimize the CA's captioning performance. CSR followed up with the customer by phone and left a message reporting action taken and offered further follow-up assistance, if desired.	Service	

## Internet Captioned Phone FCC Complaint Report June 2017 to May 2018

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
908537	05/31/2018 04:23pm	11169	OL	OL	Customer reported an error in captions during a recent call.	06/08/2018 01:54pm	CSR apologized and thanked the customer for bringing their experience to our attention. CSR gathered details about the call with caption inaccuracies, CSR sent call details to the appropriate supervisory staff for further follow-up with the CA who assisted with the call. The CA's supervisor agreed to provide coaching tips and additional monitoring to help ensure quality performance.	Service	